Summary of Recommended Changes Verizon Carrier to Carrier Guidelines

Verizon – North (CT, MA, ME, NH, RI, VT)

Measure #	Measure Name	Change	Reason for Change
All	Any CLEC aggregate measure	• Exclude Verizon Affiliate Data from CLEC aggregate performance • For xDSL Loops reference standard as parity with SDA where using line sharing	NY C2C
PO-1	OSS Response Time (applies to all PO-1) (applies to all interfaces)	CLEC transactions will be actual production times	NY C2C Actual production data was running consistent with EnView replicated transactions. The Carrier Working Group agreed that it was no longer necessary to replicate. Improves deliverable time for performance measures. No scripting is required.
PO-1	OSS Response Time (applies to all PO-1) – WEB GUI	Add product disaggregation reporting for GUI performance for PO-1-01 through PO-1-07. Performance standard fixed at retail plus 7 seconds (except PO-1-04)	NY C2C. Requested by CLECs. Standard to be longer due to differences between a GUI and a direct interface.
PO-1	PO-1-01 through PO-1-09	Change hours reported from "8AM to 6PM" to "8AM to 9PM."	NY C2C : Time frames should be consistent with production response times for Parsed CSR.
PO-1-04	Average Response Time – Product & Service Availability	Performance Standard changed to retail plus 10 seconds	NY C2C
PO-1-05	Average Response Time – Telephone Number Availability & Reservation	Reduced time-out limit to 60 seconds	NY C2C
PO-1-10	Parsed CSR – CLEC Total	Metric deleted.	With the shift from EnView to actual production metrics in PO-1-09, metric PO-1-10 becomes redundant.
PO-2	All	Changed language to expand metric to cover Ordering for EDI and Web GUI transactions specified in the definition.	NY C2C: Changed product disaggregation language to be consistent with the definition.
PO-2-02	OSS Availability – Prime	Added exclusion for scheduled	NY C2C

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	Time	interface outages for major releases	

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Measure #	Measure Name	Change	Reason for Change
PO-4	Timeliness of Change Management Notice	Modify standard for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications.	NY C2C: Changed language so rules set forth in C2C guidelines would be consistent with standards set in the change control process.
OR-1	Order Confirmation Timeliness	Definition section ; Changed reference for partial migrations from 10 lines to six (6) lines	NY C2C: Changed language to be consistent with order.
OR-1	Order Confirmation Timeliness (all) Reject Timeliness (all)	Modify line size disaggregation such that facility checks will be completed for orders with more than 5 lines for several sub-metrics. Changed name of sub-metrics. % On Time LSRC (or reject) – No Facility Check and % On Time LSRC (or reject) – Facility Check	NY C2C: Verizon Retail performs a facility check when there are more than 5 lines on an order. Discussions with several CLECs indicate that it would be preferred if Verizon performed the facility check in advance of providing a due date. This enables Verizon to provide a better due date, improving customer service.
OR-1	Order Confirmation Timeliness (all) for 2 wire Digital and 2 wire xDSL services	Add exclusion for orders requiring loop conditioning.	New issue to be addressed via C2C. Order confirmation (with real due date) is provided upon completion of conditioning and will not be within existing intervals.
OR-1 OR-2	• Order Confirmation Timeliness • Reject Timeliness (all)	• Clarified language that performance is based upon orders confirmed/rejected in the month. • Added clarifying language with respect to Pre-Qualified complex • Performance standard: Added the word "manual" to requiring loop qualification. Provides a separate specified standard for line sharing.	NY C2C. Language clarification requested by PWC auditing team. Provides a clearer description.
OR-1 OR-2	• Order Confirmation Timeliness • Reject Timeliness	Disaggregated UNE POTS/Pre-qualified Complex to Loop and Platform	NY C2C

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Measure #	Measure Name	Change	Reason for Change
OR-1 OR-2	• Order Confirmation Timeliness • Reject Timeliness	Remove product disaggregation for Resale 2Wire xDSL services	NY C2C: Verizon no longer resells 2Wire xDSL services. This service is provided by the separate data affiliate.
OR-1-02 OR-2-02	• % on Time LSRC – Flow Through • % on Time LSR Reject – Flow Through	Add exclusion for expansion scheduled SOP time during major releases	NY C2C
OR-1-04 OR-2-04	• % On Time LSRC/ASRC < 6 Lines (Electronic No flow through) • % On time LSR/ASR Reject < 6 Lines (Electronic No Flow through)	• Changed line size breakout to < 6 from < 10 • Added ASR to name	NY C2C
OR-1-06 OR-2-06	• % On Time LSRC/ASRC ≥ 6 Lines (Electronic) • % On Time LSR/ASR Reject ≥ 6 Lines (Electronic)	• Changed line size breakout to ≥ 6 from ≥ 10 • Added ASR to name	NY C2C
OR-1, OR-2, OR-3, OR-4, and OR-5	• Order Confirmation Timeliness • Reject Timeliness • Percent Rejects • Timeliness of Completion Notification • Percent Flow-Through	• Notes in Definition section changed. Removed the word "completed" before PON Master file	The PON master file includes more than completed orders, and is known as just the PON Master File.
OR-1, OR-2, PR-1, and PR-3	• Order Confirmation Timeliness • Reject Timeliness • Average Interval Offered • Completed within specified number of days	Performance standard: Added reference to Appendix L and web-site.	NY C2C Compliance Filing
OR-2	• Reject Timeliness	• Exclusions: Eliminated "orders that are not completed or cancelled" from the language	Language should have been removed in earlier version of Guidelines consistent with earlier NY PSC order to report confirmations in the month they occur. Performance is reported on a transaction basis.

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Measure #	Measure Name	Change	Reason for Change
OR-3-01	• % Rejects	• Numerator and Denominator; Removed unclear language from PON Master File.	Language was unclear, and did not add value to the performance metric.
OR-4	• Timeliness of Completion Notification	• Eliminate EIF from definition section. • Exclusions: Removed Reference to order completion time in the billing system. • Performance Standard: Removed note for CLEC availability for testing on the due date.	• NY C2C: EIF is no longer an interface provided by Verizon • Removed language because OR-4-03 was deleted. • Language references hot cut performance and was not relevant to OR-4 metrics.
OR-4-03	• % Orders excluded from % On Time Measurement	• Delete sub-metric	NY C2C: With the conversion to transaction based performance reporting, this exclusion is no longer applicable or relevant. The sub-metric data would always be 0.
OR-4-11 through OR-4-15	% Completed orders without etiher a PCN or BCN % Due Date to PCn within 2 Business Days % Due Date to PCN within 5 Business Days % Due Date to BCN within 4 Business Days % Due Date to BCN within 7 Business Days	• Add five new metrics	NY C2C: Verizon believes that the area of completion notification metrics is worth continuing to discuss in the carrier working group – including the possibility of removing some additional outdated measures and including some of these new ones in their place.
OR-5	% Flow Through	• Add exclusion for Verizon separate data affiliate • Delete special affidavit exclusions	NY C2C: CLEC aggregate performance should only reflect CLEC performance, without such specific exclusion, Verizon would include SDA performance.

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Measure #	Measure Name	Change	Reason for Change
OR-7	% Order Confirmation / Rejects sent within three business days	• New Metric and standard	FCC consent decree meeting.
OR-8 OR-9	Acknowledgement Timeliness Acknowledgement Completeness	• New metrics and standards	Verzion and AT&T agreed upon metric and standard in NJ proceeding.
PR-1	Average Interval Offered	• Definition section: Added the words "for completed and cancelled orders." • Exclusions: Changed language to orders that have neither been completed nor cancelled • Exclusions: Added exclusion to clarify that disconnects are excluded from all metrics except measure of disconnect orders	PR-1 includes both cancelled and completed orders. Language change makes it clearer.
PR-1 PR-2	Average Interval Offered Average Interval Completed	• In performance standard, change reference to interval guide to refer to the Verizon web-site	NY C2C: Change was previously ordered by NY PSC, but inadvertently omitted from the prior Verizon filing.
PR-1-10 PR-1-11	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch	• Changed Metric PR-1-10 number to PR-1-12, and modified it to include all disconnects • Delete PR-1-11	• NY C2C: Verizon does not dispatch for all disconnected services. The performance should be reported on a combined basis. • Re: metric # change: with change in metric definition, this created a metric conflict and a new number was assigned via metrics change control.
PR-1, PR-2 and PR-3	• Average Interval Offered • Average Interval Completed Completed within Specified number of Days (1-5 lines)	• Clarified business day cut off of 5PM	Language clarification

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Measure #	Measure Name	Change	Reason for Change
PR-2	Average Interval Completed	• Delete sub-metrics PR-2-14, 2-15, 2-16, 2-17 and 2-18 • Delete sub-metric PR-2-13 • Changed metric 2-10 to 2-18	• NY C2C: The separate reporting of this performance has the effect of providing CLEC specific data due to the nature of the process the particular CLEC follows. • Deleted 2-13 because metric is already reported under PR-2-02. • With change in metric definition this created a metric conflict and a new number was assigned via metrics change control.
PR-3-10	% Completed within 6 days	Removed the retail compare group – standard is 95% Exclude 2W Digital and 2W xDSL orders which require a manual loop qualification from the % Completed within six days measure. Exclude any order with a requested interval > than 6 days. Exclude facility misses.	Orders which require a manual loop qual will not be completed within the specified days because time has to be added on to complete the manual loop qual process.
PR-3-03 PR-3-07 PR-3-08 PR-3-09	• % Completed within 3 days • % Completed within 4 days • % Completed in 5 days – no dispatch • % Completed in 5 days - dispatch	• Add DSL Line sharing to product disaggregation. • Performance standard is parity with SDA • Exclude 2W digital and 2W xDSL orders which require a manual loop qual from the % completed within six days measure	PSC order requires xDSL line sharing interval at 4 days and will be reduced to 3 days in March 2001. Enables measurement of this new standard. Added disaggregation to 08 and 09.
PR-3-11	% Completed within nine days 1-5 lines (2W xDSL only)	new metric	measures all xDSL orders (both pre-qual'd and those that required loop qual) excluding facility misses. Note: This metric will be removed when PO-8 is

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			implemented.

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Measure #	Measure Name	Change	Reason for Change
PR-4	% Missed Appointment	• Specify retail analogs or standards for EEL, IOF, DSL • Modify language in definition to state than an order is considered completed on time if (1) For CLECs that provide serial numbers – that the order is completed on the due date and a serial # is provided or (2) For CLECs that do not provide serial numbers – that Verizon has completed the service on the due date. • Removed language of CISR codes	• NY C2C Language clarification. • Re: CISR Codes: Codes are specified in Appendix. This list was incomplete and added no value to definition.
PR-4-01	% Missed Appointment – Verizon Total	Disaggregated Specials into DS0, DS1, DS3 and other	NY C2C
PR-4-02	Average Delay Days	Disaggregated UNE POTS into Loop and Platform Changed retail compare group to Specials DS0	NY C2C
PR-4-04	% Missed Appointment – Verizon - Dispatch	Moved 2 wire digital from PR-4-10 to PR-4-04 Changed performance standard to 5% absolute standard. Exclude facility misses from this measure.	NY C2C
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Added DSL Line Sharing to product disaggregation	NY C2C
PR-4-07	% On time Performance – LNP Only	Clarified language for % on time	Clarification
PR-4-14	% Completed on Time – 2 Wire xDSL Loops	• Changed metric number • Removed reference to Due Date minus 2 testing and combined all performance to one metric	NY C2C and as communicated to FCC in previous correspondence.

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Measure #	Measure Name	Change	Reason for Change
PR-4-15 through PR-4-18	% Completed on Time – 2Wire xDSL (DD-2 Test Total) % Completed on Time 2Wire xDSL (No DD-2 Test & Serial Number) % Completed on Time 2Wire xDSL (No DD-2 Test & 800# Provided) % Completed on Time 2Wire xDSL (No DD-2 Test & 800# Not Provided)	Delete metrics	Separate reporting of this performance has effect of providing CLEC specific data on aggregate report.
PR-5	Facility Missed Orders	Added "dispatched" to metric definition	NY C2C. Inclusion of non-dispatched orders in denominator is inappropriate and can be mis-leading.
PR-6	Installation Quality	Clarified language for denominator to be orders lines/circuits/trunks installed in calendar month	NY C2C
PR-6-01	% Installation Troubles reported within 30 Days	Change the compare group to POTs. Exclude 2W xDSL troubles reported by CLECs that do not participate in cooperative testing.	NY C2C
PR-7	Jeopardy Reports	Performance Standard: Spelled out Due Date	Provides Clearer language
PR-8	Open Orders in a Hold Status	new metric and standard	Verizon agreed to this metric in NJ and PA and supports North development. 2W XDSL retail compare is Specials DS0
PR-9	Hot Cut Loops	Language clarification on successful hot cut definition and performance standard.	NY C2C

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Measure #	Measure Name	Change	Reason for Change
PR-9-02 PR-9-03 PR-9-06 PR-9-07	• % Early Cuts – Lines • % Early Cuts – Orders • % Late Cuts – Lines • % Late Cuts – Orders	• Delete metrics	NY C2C: The definition of percent on time includes the clarification that if a hot cut is early or late it is considered missed. These measures have no standard and are redundant with PR-9-01. Additionally, they serve no valuable purpose in root cause analysis and are manually labor intensive to produce.
PR-9-04 PR-9-05	• % Defective Cuts – Lines • % Defective Cuts – Orders	• Delete metrics	NY C2C; With the removal of the one-hour post-cut window for acceptance testing, all defective cuts are captured in the I-Code measure (PR-6 for hot cuts).
PR-9-08	• Average Duration of Service Interruption	• Change definition to measure the duration of an I code on a hot cut	Service interruptions are reported through the 1-877-Hot-Cuts # as I codes and can be tracked accordingly. No Standard.
MR-2-02 MR-2-03	• Network Trouble Report Rate – Loop • Network Trouble Report Rate – Central Office	• For 2 Wire xDSL – Add exclusion for installation troubles • Disaggregate POTS/Complex into POTS, 2 wire Digital and 2 Wire xDSL	NY C2C

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Measure #	Measure Name	Change	Reason for Change
MR-3	Missed Repair Appointments	• Exclusions: Added language specifying "no access rule" • Specified that CPE and FOK/TOK exclusion does not apply to MR-3-03 • Double Dispatch Measures: Included Disposition Code 05 troubles	• Provides clarification of a missed appointment consistent with retail rules. • Clarified language indicating MR-3-03 is a measure of CPE/TOK and FOK and the exclusion does not apply • Language in denominator and numerator included only Loop troubles. This was inconsistent with previous Commission decisions defining double dispatch. These include orders dispatched in and out. CO troubles need to be included.
MR-3-01 MR-3-02 MR-4-02 MR-4-03 MR-4-08	• % Missed Repair Appointment – Loop • % Missed Repair Appointment – Central Office • Mean time to Repair – Loop • Mean Time to Repair – Central Office • % Out of Service > 24 Hours	Disaggregate POTS/Complex into Residence POTS, Business POTS, 2 wire Digital and 2 Wire xDSL	NY C2C Provides a more meaningful comparison since different repair clocks are used for residence and business customers.
MR-4-01	Mean Time to Repair – Total	Removed 2Wire xDSL Loop and Linesharing from the products list for Retail VADI and UNEN	NY C2C Compliance filing
MR-5-01	% Repeat Reports within 30 days	Disaggregate POTS/Complex into POTS, 2 wire Digital and 2 Wire xDSL	NY C2C

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Measure #	Measure Name	Change	Reason for Change
NP-2	Collocation	Added language for collocation standards	Was not in previous RI document.
NP-3	Switching Performance	Language changed to reflect that individual states report data based on specific state requirements.	Changed to reflect that different states have different criteria.
OD-1	Operator Services	Language changed to reflect New England geography.	Data can not be disaggregated at a state level. Language is consistent with how data is reported.